

# Student Rights and Responsibilities: Student Complaint FLD

## Step by Step Outline of the Student Complaint Process

### 1) Receiving Complaints

#### a) Submission Methods

i) Complaints can be submitted by:

(1) hand-delivery, Office of Student Discipline - Memorial Hall Office 227, Fort McIntosh Campus

(2) electronic communication (email or fax),

(a) Email – [rapena@laredo.edu](mailto:rapena@laredo.edu)

(b) Fax – 956-721-5435

(3) Laredo College Report It – [Student Complaint/Grievance Report](#)

(4) U.S. Mail

(a) Laredo College

c/o Student Discipline Office

Memorial Hall 227, Fort McIntosh Campus

West End Washington St.

Laredo, TX 78040

b) **Forms:** Students must use the designated complaint [forms](#) available online or at the [Office of Student Discipline](#) Memorial Hall Office 227, Fort McIntosh Campus.

### 2) Acknowledging Complaints

a) **Confirmation:** Upon receipt, the complaint is acknowledged promptly, typically within a few business days.

b) **Initial Review:** The complaint is reviewed to determine if it will follow an informal or formal process.

### 3) Assessing Complaints

a) **Preliminary Assessment:** The complaint is assessed to determine its validity and the need for further investigation.

b) **Informal Resolution:** Students are encouraged to seek informal resolution with the relevant faculty or administrator before proceeding with the formal process.

### 4) Investigating Complaints

a) **Investigation:** Regardless of whether the complaint is informal or formal, an investigation is conducted. This involves gathering evidence, interviewing relevant parties, and documenting findings.

b) **Timelines:** The investigation is conducted within a specified timeframe, usually within 10 - 15 business days, starting once the student has made contact with the faculty or administrator conducting the investigation.

### 5) Resolving Complaints

a) **Decision Making:** Based on the investigation, a decision is made regarding the complaint. The student is informed of the outcome in writing.

b) **Appeals:** Appeals under this policy shall be submitted in writing on a form provided by the College District.

### 6) Communication

a) **Updates:** Students receive regular updates on the status of their complaint throughout the process.